Application Guidance - Common Errors

Registration Issues

'Student not found'

We need to import your information into the accommodation system. This is done regularly in working hours. Please wait until 72 working hours (not including weekends) have passed and try again. If you are still experiencing issues after 72 hours has passed, then please contact us.

'Incorrect Details'

This can be for a variety of reasons:

ID number

- Please enter this without the 'u'
- This is not your UCAS number. Your Warwick ID is noted on your study offer letter, it is 7 digits long and usually starts with a 2 or a 5 - please contact admissions if you cannot locate this

Date of birth

- This is your full year of birth – e.g. 2012
- The format should be entered as DD/MM/YYYY e.g. 31/12/2012

Family name

- This must match exactly what you provided for your student record – if you need to change this please contact admissions
- If you have two surnames and provided both for your student record, then please check you have entered both
- Unfortunately our system does not recognise accented characters so please ensure you enter the Latin/Roman alphabet letter(s) for your name eg é as e – if this does not work please contact us
- Please do not include your first name/given name/name others call you

General

- Please try typing your information rather than copying and pasting - sometimes there can be formatting issues
- Please check you are not adding any accidental spaces with your information

Login Issues

'Incorrect Details'

- You need to register an account first. Please register, then you will receive a confirmation email
- If you think you have registered, please check your emails and junk/spam for your confirmation email
- If you have not received your registration confirmation email, please try to register again. If this states you have *'already registered'* then please contact us
- Username is your seven digit ID number **not** your email address
- Username does not need 'u'
- Perhaps you have mistyped your password – click *'Forgotten Details'* and please reset your password typing carefully
- Please try typing your information rather than copying and pasting. Sometimes there can be formatting issues
- Please check you are not adding any accidental spaces with your information
- Email address on account incorrect - please change with UCAS for UG or contact admissions for PG